



*A Division of CPS Human Resource Services*

**TRAINING & TECHNICAL SERVICES  
CONSULTANT (Sigma Division)  
\$51,847 – \$64,809 Annual Salary  
+ Opportunity for Performance Bonus  
Open Until Filled**

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**THE ORGANIZATION**

CPS Human Resource Services (CPS) was initially created in California in 1935 as a state agency to improve efficiencies, provide cost-effective services, and advance quality personnel management practices to its clients. In 1985, CPS transitioned to become an independent, public organization and currently functions as a Joint Powers Authority (JPA). Our vision is to provide a “nationwide presence for the improvement of Human Resource Management in all forms of government.” We are a progressive and dynamic organization that prides itself in innovative strategies, approaches, and business practices.

Existing to assist public and non-profit sector employers develop and enhance human resource programs, CPS is a self-supporting public agency that offers a full range of products and services. Among the services provided to clients are test development and administration, classification and compensation studies, executive recruitments, organizational development, strategic compensation design and implementation, human resource training, performance management, workforce planning and **Sigma selection and assessment software**.

CPS is governed by a ten member Board of Directors including the City of Anaheim, California State Personnel Board, County of Sacramento, City and County of San Francisco, East Bay Municipal Utility District, State of Wisconsin, City of Las Vegas, County of Sonoma, Hayward Unified School District, and City University of New York. Our core values promote client satisfaction, organizational integration, high quality of work life, and financial returns that assure long-term sustainability.

**CPS received the 2004 Sacramento Workplace Excellence Award as one of “the best places to work in Sacramento” by the Sacramento Area Human Resource Association.** The organization has experienced significant growth in revenues, service/product offerings and employees over the last five years. CPS services over 2000 client organizations at the state, local, and national levels in both the U.S. and Canada. More information about CPS can be found at: [www.cps.ca.gov](http://www.cps.ca.gov).

## **THE POSITION**

The Sigma division, [www.gosigma.com](http://www.gosigma.com), which is located in Tucson, Arizona, develops public sector applicant processing and test management software that is designed to integrate tightly with the employment selection procedures and rules of public agencies of varying size and complexity. Sigma is seeking an enthusiastic, motivated individual to provide professional level software training and technical support to end users in classroom settings and through on-line methods. The Training & Technical Services Consultant will also participate in the quality assurance testing and analytical support functions, as well as in the preparation of user manuals, handouts, and other training materials. The ideal candidate will possess excellent theoretical knowledge of software applications, knowledge of public sector selection practices, analytical and problem solving skills, research skills, and written and oral communication skills. **This position requires up to 50% travel.**

## **KEY DUTIES**

- Analyze and identify the unique needs, policies, procedures and mandates of specific customers in preparation for on-site software installations by reviewing customer-supplied documentation and talking to customers' end users and management personnel.
- Pre-configure site-specific aspects of software packages and customer databases.
- Run special utility program to cross-map and migrate data to Sigma databases.
- Conduct training of end-users in an on-site, hands-on classroom setting; provide follow-up training online through web-based tools; conduct training of site administrators; develop specially configured training datasets for demonstrating particular techniques; research new methods and tools for delivery of end-user support and training.
- Troubleshoot customer problems via telephone or on-line web-based tools; answer end-user's inquiries regarding operation of SDSI software to resolve problems.
- Advise end-users on suggested ways of using SDSI programs for optimal efficiency and for accomplishing certain objectives.
- Prepare user manuals, informational handouts and other training materials including PowerPoint presentations; write procedures and information sheets for users.
- Assist customer's technical IT staff in installing, configuring and troubleshooting their operating environments in order to run SDSI software.
- Assist in software testing to verify correct operations and detect errors; log discoveries in testing database and test fixes made by programmers; work with others to assess user requirements and evaluate proposed software enhancements.
- Plan, organize and perform own workload. Coordinate activities with others.
- Assist in marketing CPS' products and services; communicate and meets with prospective clients to discuss their needs and to present information about CPS' products and services.
- Perform other duties as assigned.

## **QUALIFICATIONS**

Depending upon assignment, may include, but are not limited to, the following:

**Knowledge of:**

- Public sector merit practices, rules and policies particularly related to recruitment, test development and applicant tracking.
- Research methodology and statistical methods, analyses, and concepts.
- Microsoft Windows operating and file systems.
- English usage, spelling, grammar, and punctuation.
- Windows, Novell, web-based network operating systems.
- Adult learning principles, practices and techniques.
- Principles and practices of high quality customer service and satisfaction.

**Ability to:**

- Interpret and apply statistical data and outcomes to make appropriate decisions.
- Deal tactfully and courteously with clients and the general public.
- Establish and maintain effective working relationships.
- Communicate clearly and concisely, both orally and in writing; listen effectively.
- Present information to clients and professional groups.
- Work on multiple tasks and projects simultaneously in an organized manner.
- Independently prioritize, plan, organize, and complete work assignments.
- Identify complex problems and review related information to develop and implement solutions.
- Select and use training/instructional methods and procedures appropriately; teach adult learners effectively.
- Communicate technical information and ideas clearly and concisely.
- Troubleshoot to determine cause of errors and what to do to fix errors or problems.

**EDUCATION AND EXPERIENCE**

Equivalent to a bachelor's degree in relevant field, preferably human resources, I/O psychology, organizational development, information technology or training and development. No experience required; however, six months to one year work experience in software design, development, quality assurance, statistics, training, or human resources is preferred. Public agency experience and experience working with Sigma or other applicant tracking software is highly desired.

**PHYSICAL AND MENTAL REQUIREMENTS**

Vision sufficient to consider aesthetic elements of screen design.

**SALARY/BENEFITS**

**Salary Range:** \$51,847 to \$64,809 Annual + Opportunity for Performance Bonus

**Insurance** – CPS provides health, dental, vision, life and long-term disability plans

**Leave** – CPS provides a generous leave plan including 16 personal leave days per year (vacation and incidental illness), 6 long-term sick leave days per year (which may be accrued), and 7 regular and 4 floating holidays.

**Retirement** – CPS is a California Public Employee's Retirement System member. CPS and the employee contribute to a defined benefit plan that provides a fixed monthly income at retirement based on a formula of years of service, age and salary. CPS also offers a 457 plan (deferred compensation plan) to which the employee can contribute. CPS does not participate in Social Security, except for Medicare.

**Social Security** - As a CPS Human Resource Services employee, your earnings are not covered by Social Security. Under the Social Security law, there are two ways your Social Security benefit amount earned under previous employers may be affected, "Windfall Elimination Provision" and "Government Pension Offset Provision." FOR MORE INFORMATION, please visit [www.socialsecurity.gov](http://www.socialsecurity.gov) . You may also call 1-800-772-1213 or for the deaf or hard of hearing, call the TTY number 1-800-325-0778, or you may contact your local Social Security Office.

**Flexible Spending** – CPS offers a Dependent Care Assistance Plan and a Flexible Health Care Spending Account.

## **SELECTION PROCESS**

Qualified candidates must complete the on-line application at [www.cps.ca.gov](http://www.cps.ca.gov), "Job Opportunities." Faxes and resumes will not be accepted. No telephone calls please. **This position is located in our Sigma Business Unit in Tucson, AZ.** Applications will be screened to determine the most qualified and may be invited to participate in an oral interview.

**[Open Until Filled](#)**

**CPS IS AN AT-WILL/EQUAL OPPORTUNITY EMPLOYER to all, regardless of race, color, ancestry, religion, sex, national origin, marital status, age, sexual orientation, mental or physical disability, or perceived disability.**

**CPS is in compliance with the Americans with Disabilities Act and Section 504 of the Rehabilitation Act. Qualified women, minorities, individuals with disabilities and veterans are strongly encouraged to apply.**